

Good Neighbor Plan Worksheet

CSSSH RFI Information Sessions

1. Identify short-term and long-term goals for your agency's Good Neighbor Plan. Possible short-term goals could include identifying neighborhood institutions and individuals who are interested in working with the agency or creating a list of community meetings to attend to share information about the agency's mission. Long-term goals could include developing volunteer opportunities for residents who wish to actively support the work of the agency or identifying opportunities for agency staff and clients to collaborate with residents on mutually beneficial projects.
2. Look at your current agency partners and bring them into the planning process as appropriate. Do they have community ties you could utilize? Have they gone through a similar process? Could they collaborate on events like open houses, do volunteer swaps, or support you in other ways?
3. Identify the staff person who will be the main contact if there is a concern, questions, or positive feedback.
4. Your basic communication plan should provide guidance to staff regarding how the agency will communicate with the neighborhood and others, including:
 - ☐ responding to inquiries in a timely manner;
 - ☐ notification of changes in service delivery, operating hours or other things that might impact neighbors;
 - ☐ updates and notification of volunteer opportunities or events;
 - ☐ communication with law enforcement;
 - ☐ communication with City of Seattle staff.Identify other communication items that need to be included.

5. What do you need to include in a list of rights and responsibilities of clients? What strategies can you identify to support the right of clients to receive services and the responsibility of clients to be a positive presence in the neighborhood? What strategies could be used to convey this information to neighbors?